

## Data Exchange Dispositions

With the volume of outstanding dispositions that currently exist, it appears that workers are not completing the dispositions. This doesn't imply that workers did not take action on the data that was received via data exchange, however, since completing the disposition is an extra step in the process that most workers forget to update.

Following are the outstanding DX disposition counts. This table reflects all outstanding dispositions that require some worker action (WA = Worker action required).

	<b>ACTION CODE "WA" COUNTS</b>	Total	Before 12/01/03
DLSW	DILHR STATE WAGE MATCH	210154	81417
DLUC	DILHR UCB MATCH	65396	65396
DXPV	PRISONER VERIFICATION	9	9
FNDQ	FCS FS DISQUALIFICATION	6852	6743
NHEI	NEW HIRE EMPLOYMENT MATCH	57778	57778
SSBC	BENDEX CONFLICT	1713	918
SSBX	BENDEX EXCHANGE	83606	57104
TNUC	INTERNET UCB MATCH	4684	1855

## Informational Only (IO) Dispositions

	<b>ACTION CODE "IO" COUNTS</b>	Total	Before 12/01/03
DLUC	DILHR UCB MATCH	91411	7039

In 2002 a small survey was conducted and the inter-departmental Data Exchange (DX) technical workgroup reviewed and discussed the worker responses received. Of the 90 surveys sent, 40 responses were received.

- Workers indicated that the biggest obstacle in completing data exchange is verifying information received in the match. It was questioned whether or not workers understand when they can accept the information as source data, and no additional verification is needed.
- Workers also indicated that the single most compelling reason for completing matches was supervisory review.
- When asked for ideas the workgroup should explore, workers consistently stated that data exchange should be more closely tied with eligibility reviews, and that auto-population should occur whenever possible. **NOTE: During the review driver, outstanding dispositions are listed which require worker action.**

In an effort to improve the disposition process and to make it a more productive and meaningful one, the DX technical workgroup has made recommendations to BEM management. These are intended to make the disposition process easier and more streamlined for workers to complete:

1. Purge the dispositions that we no longer create.
  - A. New Hire
  - B. BENDEX exchange
  - C. UCB Informational only (IO) dispositions if workers are not using them.
2. Enhance DXUS. This is the current cost savings screen. This screen doesn't collect all data that we need to monitor and report accurately to the Feds.

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3. Create a better more streamlined process for completing dispositions.
  - A. Survey workers who complete dispositions timely for input. The last survey was in the summer of 2002.
  - B. Add a driver for DX matches to schedule pages that they need to look at. SWICA for example would schedule the employment page, and the savings page/disposition details page. Combine DXRU – Disposition details and DXUS Cost Savings and display on one page.
  - C. Make completing the disposition part of the “action” of researching and analysis of the data received.

**The following is from Chapter 11 of the CARES guide and shows how workers are notified and should process dispositions.**

### **10.2.2 Notification of Match Data**

Workers are notified that matches have been run through broadcast messages in CARES, through individual alerts, and as part of the application and review driver flows.

#### **10.2.2.1 Broadcast Message (DXBM)**

A broadcast message (DXBM), displayed when a worker first logs in to CARES, will be the first indication that a data exchange match has been processed. Individual worker alerts are often the second indication that a match has been processed and that a disposition awaits action.

Following a broadcast message or receipt of an alert, displaying the dispositions on DXRL may be done quickly by typing "DXRL" in the NEXT TRAN and "/exchange type/match mmyy" in the PARMS. All exchanges that produce dispositions will use DXRL. These exchange types are shown on Reference Table TDXT.

**10.2.2.4 DXRC** - Notification of Match Data by Case A listing of all outstanding match dispositions for a particular case can be obtained through the use of the DXRC screen. DXRC is scheduled in the review driver flow or can be accessed directly by using DXRC as the TRAN CODE and the CARES case number in the PARMS.

#### **10.2.4 DXRU - Completing the Disposition Process**

Use the Update Disposition Details (DXRU) screen to update information for a specific match record and complete the worker disposition.

The DXRU screen displays and updates the disposition of data exchange responses received from various agencies. This screen displays the case number, name, PIN, SSN, exchange type code, and match date. The action code, "WA", comes over automatically from DXRL. After completion of the necessary action, workers will change the entry in the ACTION CODE field to "FR" (fraud), "CO" (complete), "NA" (no action), "CL" (client verification), or "TP" (third party referral). Reference Table TDRA lists the values.

Workers can update the following fields: ACTION CODE and ACTION DATE, CLIENT VERIFICATION REQUEST DATE, THIRD PARTY REQUEST and RESPONSE dates, FRAUD REFERRAL DATE, and CASE REVIEW DATE. Comments may also be entered.

##### **Completion Process:**

- Review the match report.
- Resolve the apparent discrepancy using prescribed verification procedures.
- Enter the data after completing action on the response screen or when referring the match for fraud investigation.

After completing this screen and pressing <ENTER>, the Data Exchange Benefit Savings Screen (DXUS) will display.

##### **10.2.4.1 DXUS – Benefit Savings**

The DXUS screen is used to record the savings in benefits resulting from Data Exchange.

## DXUS – Data Exchange Benefit Savings

**Benefit savings occur** if data from a match report causes a change in an assistance group's eligibility or benefit amounts for a public assistance program.

The data on this screen provides a general estimate of the financial effectiveness of the specific matches. It is not meant to provide an accurate accounting of savings and claims. Complete the data entry fields on the DXUS screen as follows: (If the program was not affected by the match, leave the fields blank.)

**ONE MONTH SAVING:** Enter an estimated one-month savings amount.

**REDN/DISC:** Enter “R” for reduction of benefits or “D” for discontinued eligibility in this field.

**EFFECTIVE DATE:** Enter the date of the reduction or discontinued action for the case in this field using the MM/DD/YY format. Note: The effective date can be a future date if the savings are not applicable until a future time.

**CLAIM AMOUNT:** Enter the full amount of claims established against each program in the case as a result of actions taken in response to the match report.

### 10.2.5 Disposition of IEVS Matches

IEVS matches identify apparent discrepancies between a participant's earned and unearned income information or residency status recorded on CARES compared to reliable sources of quantitative information about various income types or dual participation in other states. The worker must verify the validity or non-validity of that discrepant information. A disposition record should trigger the process of investigating and reconciling discrepant information and recording all findings and benefit savings on CARES.

Federal regulations for the W-2, Child Care, FoodShare, and Medicaid programs require states to verify and take action on the IEVS match reports within a specified time frame. Each agency must complete disposition activity on at least 80% of all match reports within 45 days of the match run date. The agency must have a process to monitor those match reports for which verification activity is delayed beyond 45 days after the match run date to ensure that the disposition process is completed for those reports within 90 days following the match run date.

### 10.2.6 Monitoring Unresolved Matches

Unresolved matches more than 45 days old are displayed by agency and by individual worker in EOS to assist workers and supervisors to identify matches that need completion.

CD90 – “DX ACTION OVERDUE BY WORKER”

CD91 – “DX ACTION OVERDUE SUMMARY BY AGENCY”

**IMPORTANT INFORMATION:**

Take disposition action on match reports within 45 days of the match run date. Dispositions not completed by 45 days after the match run date generate an EOS report sorted by worker alerting supervisors about overdue match dispositions.

### **10.2.7 DLSW - State Wage Record Match (SWICA)**

The State Wage Record Match (SWICA) is a quarterly program that generates wage matches. SWICA identifies individuals for whom the amount of wages reported on CARES differs from the amount of wages reported by the State Wage Records within tolerances for the quarterly period.

A match report is generated for the workers for those individuals identified by the match to be outside the wage level tolerances. Reference Table TDVA displays the current tolerances.

The individual must have been eligible on CARES during the three calendar months of the quarter. All individuals with a participation code of XA or XC will be excluded from the match criteria by CARES.

For current SWICA matches, verify the wage data by totaling wages from all employers of an individual. Remember that SWICA data is reported quarterly and covers all wages for a three-month calendar quarter.